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5

6 UNITED STATES BANKRUPTCY COURT
EASTERN DISTRICT OF CALIFORNIA
7 FRESNO DIVISION

8 In re:) Case No. 16-10015-A-9
9)
Chapter 9
10 Southern Inyo Healthcare District)
11) 12TH REPORT OF THE
PATIENT CARE OMBUDSMAN
12)
Debtor.) (No Hearing Required)
13

14 Pursuant to the order directing the appointment of a Patient
15 Care Ombudsman entered by this court on February 17, 2016, Tracy
16 Hope Davis, the United States Trustee, duly appointed Joseph
17 Rodrigues, the California State Long-Term Care Ombudsman, as the
18 Patient Care Ombudsman in this case.
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20 In compliance with the notice of appointment, the Patient Care
21 Ombudsman is submitting his 12th report, covering the period of
22 November 3, 2017 to January 2, 2018.
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24 Respectfully submitted,
25 /s/Joseph Rodrigues
26 Joseph Rodrigues
27 State Long-Term Care Ombudsman
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12TH REPORT OF THE PATIENT CARE OMBUDSMAN

Eastern Sierra Area Agency on Aging is the designated Long-Term Care (LTC) Ombudsman Program for Inyo and Mono Counties and is the local representative of the Office of the State LTC Ombudsman. As mandated by the federal Older Americans Act (42 U.S.C. 3058g), LTC Ombudsman representatives identify, investigate and resolve complaints that are made by, or on behalf of residents of LTC facilities that relate to action, inaction or decisions that may adversely affect the health, safety, welfare or rights of residents. Paulette Erwin is the local Ombudsman representatives assigned to this facility.

Southern Inyo Hospital District is located at 501 E. Locust Street, Lone Pine, California. The California Department of Public Health (CDPH), Licensing and Certification Division, licenses this facility as a Skilled Nursing Facility (SNF). SNFs provide housing, meals, medical care, personal care, social services, and social activities to people who have physical or behavioral conditions that prevent them from living alone.

The following information describes the number of visits made to the facility (complaint and non-complaint related), observations about privacy, food, the general status of the residents, any

1 complaints made by or on behalf of residents to the LTC Ombudsman
2 Program, and any changes in the census of the facility.
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5 The licensed capacity of the facility is 33, with a current
6 occupancy of 21. There is no noted significant change in resident
7 mix, such as the admission of different client groups, younger
8 residents, etc.
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10 Hospital Administrator, Brian Cotter, reports the facility has
11 sent a job offer for the Director of Nursing position over the
12 skilled nursing portion of the facility. Mr. Cotter also advised
13 that Kelly Frazier, formerly Director of Nursing is no longer
14 employed at the facility and Michael Floyd is acting as the Director
15 of Nursing for the acute portion of the hospital. The facility is
16 still actively recruiting for the Director of Staff Development
17 position. Because of the rural nature of this facility, retaining
18 qualified licensed personnel continues to be a challenge. Mr.
19 Cotter also advised the facility will be working with a company from
20 the Los Angeles area to improve their infection control program.
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24 The local Ombudsman Program has not received any concerns
25 involving vendors, utilities, or external support factors that may
26 impact resident care.
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1 The local Ombudsman Program has conducted seven visits during
2 this reporting period. During four of these visits, the local
3 Ombudsman representative provided elder abuse and mandated reporter
4 training for all facility staff. During these visits, the local
5 Ombudsman representative met with residents to offer an opportunity
6 to discuss both facility-wide and individual complaints. Several
7 residents indicated they are comfortable and have no complaints.
8 During these visits, the Ombudsman representative noted the facility
9 appeared to be clean with no overwhelming odors. The temperature in
10 the facility was comfortable for residents. During a visit, the
11 Ombudsman representative spoke with dietary staff about the current
12 and following week's menu not being posted. The Ombudsman
13 representative also spoke with dietary staff about menu choices and
14 special dietary needs of residents. Before the Ombudsman
15 representative left the facility this day, dietary staff posted
16 current menu.
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20 The local Ombudsman Program received a total of two cases and
21 three complaints. The complaints during this reporting period
22 include the following.
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25 A complaint related to the resident's representative not being
26 informed of a resident's change in medical condition. The Ombudsman
27 representative spoke to the Director of Nursing, Kelly Frazier, and
28

1 to the Assistant Director of Nursing, Tambria Kalenowski. Ms.
2 Frazier updated the resident's representative contact information
3 and advised the facility would notify the resident's representative
4 of changes.
5

6
7 A complaint related to the personal hygiene of a resident. The
8 Ombudsman representative spoke to Assistant Director of Nursing,
9 Tambria Kalenowski who advised she would speak to the certified
10 nursing assistant staff and would update the resident's care plan.
11

12 A complaint related to financial abuse allegations. The
13 facility reported to the Ombudsman Program and indicated they also
14 reported to the California Department of Public Health and law
15 enforcement as required. The Ombudsman representative met with the
16 resident regarding the complaint and provided information on
17 financial abuse. The resident declined Ombudsman assistance citing
18 he is now taking care of his own finances.
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21 The Patient Care Ombudsman has no recommendations for the court
22 at this time.
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24
25 January 2, 2018

/s/Joseph Rodrigues
Joseph Rodrigues
State Long-Term Care Ombudsman